Policy on confirmed reservations

1163. SHRI SANTOSH BAGRODIA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government are aware that some airlines, particularly private airlines, do not honour their confirmed reservations and put helpless passengers into great inconvenience;

(b) whether it is a fact that neither any compensation nor fresh confirmed booking is given; and

(c) whether Government have any policy to deal with such situations?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) There have been some complaints of this nature.

(b) Private airlines normally provide confirmed booking on the next available flight.

(c) Consumer Fora under the Consumer Protection Act have been set up by the Government for dealing with the complaints regarding deficiency in service. The services of air carriers are also covered by this machinery set up under the Consumer Protection Act.

Delay in **commencement of work on International Airport at Devanahalli**

1164. DR. VIJAY MALLYA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) by when the work on the proposed Bangalore International Airport will commence;

(b) whether it is a fact that his Ministry has not cleared the "integrated air traffic management plan" proposal;

(c) whether the State Government of Karnataka has released a sum of Rs. 350 crore for the project as its share required under the State support agreement;

(d) whether the financial closure has been signed with the lenders to cover the projects' debt amount; and